

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children and Families	9. Position Number K0071268	10. Budget Program Number 23311
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Human Services Assistant	
3. Division West Region	12. Proposed Class Title	
4. Section Programs	13. Allocation	
5. Unit Prevention and Protection Services/Adult Protective Services (APS)	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City Great Bend,or Greensburg County	15. By Approved	
7. (Circle appropriate time) Full Time X Perm Inter Part Time Temp %	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00AM AM/PM To: 5:00 PM AM/PM	17. Position Reviews Date: By:	

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

- This position is administrative support work to plan, implement, assess, monitor and evaluate the activities and resources necessary to operate and maintain the Protection and Prevention Services-Adult Protective Services. Work involves developing or revising operating procedures, objective and goals within the West Region. This position provides support to Adult Protective Services staff. The position supports APS social workers, APS Supervisors, & APS Assistant Program Administrator throughout the West Region.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position. N/A

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Cindy Bowen	Title: Social Work Supervisor	Position Number: K0063394
Who evaluates the work of an incumbent in this position: Name: Cindy Bowen	Title: Social Work Supervisor	Position Number: K0063394

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

- This employee will be provided verbal and written instruction on assignments from Adult Protective Service Supervisors and Adult Protective Service Assistant Program Administrator. Instructions and guidelines are general. It is expected that the work of this employee will be performed within the guidelines of agency policy, training and directives and following accepted professional standards. The work will be performed with supervisory and central office program consultation as needed.

d) Which statement best describes the result of error in action or decision of this employee.

- (X) Minimal property damage, minor injury, minor disruption of the work flow.
() Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
() Major program failure, major property loss, or serious injury of incapacitation.
() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E OR M
		<p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission Vision, and Guiding Principles of the agency to peers, customer and public, Identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency. Understand and provide excellent customer service both internally and externally, serve as a positive role model, and Work cooperatively with peers, staff, customers, community partners and the general public.</p>
	40%	<p><u>1. WORKLOAD MANAGEMENT</u></p> <ul style="list-style-type: none"> • Completes invoice and timesheets (ADM-3465) for imprest fund requests and P-Card purchases. • Tracks expenditures and provides monthly report on APS Emergency Fund expenditures. • Gathers monthly caseload information from KIPS and APS Supervisors. Prepare monthly caseload survey and submit to Management staff by assigned due date. • Monitor KIPS daily and assign intakes to APS Social Workers. • Review KAECSES, KIPS, and other agency systems on assigned intakes to gather information regarding prior and current agency involvement on all assigned intakes. Inform APS Social Workers. • Notify appropriate agencies as designated in policy regarding assigned APS intakes. • Monitors appeal period on substantiated cases and notifies APS Social Workers via documentation in KIPS. • Maintain a database that tracks number of intakes assigned monthly. Provide monthly reports on number of intakes assigned as requested by APS Supervisors, Assistant Program Administrator, and other Leadership staff. • Provides clerical support to multiple adult protective service social workers, adult protective service supervisor and adult protective service Assistant Program Administrator. • Serves as the project leader for special projects assigned by the APS Assistant Program Administrator. • Maintains up to date mailing lists, list-serves, and community partner contacts for APS Assistant Program Administrator. • Assists in gathering information to make referrals for services for the involved adult, ie: referrals to Kansas Guardianship Program, Wavier Services, etc. • Assists APS Social Workers with collateral contacts and provide needed information through accurate documentation and data entry into KIPS. • Complete APS forms as needed accurately and timely. • Report abuse/neglect/exploitation to the KSPRC as instructed by APS Supervisor. • Plans and organizes work load to ensure that work is completed and deadlines are met. • Participate in scheduled conferences with supervisor. • Receives policy information from Assistant Program Administrator, supervisor, policy development website, through e-mail etc., and incorporates into work performed
	25%	<p><u>2. ADMINISTRATIVE SUPPORT</u></p> <ul style="list-style-type: none"> • Provides excellent customer service to both internal and external customers. • Order forms for APS program • Assists APS Assistant Program Administrator in scheduling public events and other meetings. • Provides back-up for APS unit and Human Services Assistants in the West Region • Provides program information, trends, and monthly reports as requested by the Regional Director, Integrated Services Director, and APS Assistant Program Administrator. • Travel to other regional offices as needed to perform needed support to APS staff, APS Supervisors, and APS Assistant Program Administrator.
	15%	<p><u>3. COMMUNICATION/DOCUMENTATION</u></p> <ul style="list-style-type: none"> • Uses excellent writing skills while always maintain appropriate confidentiality. • Uses excellent communication techniques in customer interactions both in person, by phone, and e-mail • Responds to questions from agency staff and the public. Assures that customer concerns are routed to the appropriate agency staff.
	15%	<p><u>4. LEADERSHIP/PROFESSIONALISM</u></p> <ul style="list-style-type: none"> • Continually communicates the Mission, Vision, and Guiding Principles of the agency. • Identifies personal strengths and developmental needs to increase job performance and long-term career growth. • Continually analyzes work processes and seeks new approaches to enhance effectiveness of the agency.
	5%	<p><u>5. OTHER</u></p> <ul style="list-style-type: none"> • Other duties as assigned by APS Supervisor and APS Assistant Program Administrator

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

If the essential functions of this position are not performed accurately and timely, it would cause a major impact on PPS-APS and agency operations. Results could be reductions in budget allocation, unnecessary delay of deadlines and project completion. Failure to follow job requirements could result in loss of employment for the employee.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- () Plans, staffs, evaluates, and directs work of employees of a work unit.
- () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

- Employee will have daily contact with unit staff, staff from other departments, and agency personnel; and frequent contacts with the general public, community organizations, courts, law enforcement agencies, members of multi disciplinary teams, community service providers and others to carry out the business of the agency.

25. What hazards, risks or discomforts exist on the job or in the work environment?

- Dealings with angry and hostile individuals occur from time to time. The work environment involves normal everyday hazards or discomforts typical of offices, meeting, and training rooms. Some discomforts that may be experienced are fatigue from prolonged sitting, possible eye strain from use of computer monitor and stress from imposed deadlines.
- The normal risk of traveling on Kansas highways would occur on occasions where travel is required.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Computer, fax machine, scanner, copier and telephone used daily. State car usage for travel to other regional offices as needed.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

- High School diploma or equivalent

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

- Valid Kansas Driver's License

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

- Ability to support staff with good communication skills, precise language skills, accurate grammar skills, and developed tracking methods.
- Work experience in direct customer service.
- Routine work experience in office support/clerical work including basic computer skill and software application skills.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

- Persons in this position are expected to follow office procedures to ensure their safety and the safety of staff and customers. They may use discretion when necessary to ensure safety of themselves and others.
- A confidentiality policy is required to be followed.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date